



## INFORMATIONAL MEMO

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<b>TITLE:</b>	<b>STATEWIDE BILLING IMPACTS OF THE TEMPORARY WORKAROUND FOR CITY AND COUNTY OF DENVER RATE INCREASES FOR HOME AND COMMUNITY-BASED SERVICES</b>
<b>SUPERSEDES NUMBER:</b>	<b>HCPF IM 20-060</b>
<b>EFFECTIVE DATE:</b>	<b>JANUARY 1, 2021</b>
<b>DIVISION AND OFFICE:</b>	<b>BENEFITS AND SERVICE MANAGEMENT, OFFICE OF COMMUNITY LIVING</b>
<b>PROGRAM AREA:</b>	<b>HOME AND COMMUNITY-BASED SERVICES</b>
<b>KEY WORDS:</b>	<b>BENEFITS AND SERVICES, HOME AND COMMUNITY-BASED SERVICES, HCBS, PROVIDERS, RATES, DENVER MINIMUM WAGE INTERIM BILLING SOLUTION, EOB 0000, HB19-1210</b>
<b>INFORMATIONAL MEMO NUMBER: HCPF IM 21-010</b>	
<b>ISSUE DATE: JANUARY 28, 2021</b>	
<b>APPROVED BY: COLIN LAUGHLIN</b>	

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*HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>*

### **Purpose and Audience:**

The purpose of this Informational Memo is to inform all Home and Community-Based Services (HCBS) providers and case managers regarding the payment timelines for the interim solution implemented for billing for certain HCBS waiver services. The Department has implemented this interim solution to meet the statutory requirements of House Bill (HB) 19-1210, and funded by the FY 2020-21 Long Bill, HB 20-1360.

Claims are temporarily suspending for EOB 0000: "This claim/service is pending for program review." The claims will be processed weekly on Friday at the correct reimbursement rate. **No valid claims will be denied as a result of this interim process and will not be delayed if timelines are followed.**

**Note:** The long-term solution is scheduled to be implemented in the first half of 2021. **The interim solution impacts all claims by all HCBS providers statewide who are billing for services impacted listed below.**

**Information:**

The Colorado General Assembly and Joint Budget Committee approved a rate increase for services received by members living in the City and County of Denver to support the minimum wage increase for select HCBS waiver services, effective January 1, 2021. While only providers who serve members residing in Denver County can bill for the higher rates, there are temporary billing implications for all HCBS providers who render the services impacted. **Claims are not suspended indefinitely. This suspension does not hinder the claims processing on a weekly basis as they did previously.**

Impacted services include:

**IDD Services**

- GRSS
- IRSS
- IRSS/HH
- Homemaker - Basic (Standard)
- Homemaker - Enhanced (Standard)
- Personal Care (Standard)
- CDASS Personal Care
- CDASS Homemaker
- CDASS Homemaker Enhanced
- CDASS Health Maintenance

**Non-IDD Services**

- IHSS - Health Maintenance
- IHSS - Homemaker
- IHSS - Personal Care
- Homemaker
- Personal Care
- Personal Care Relative
- CDASS Personal Care
- CDASS Homemaker
- CDASS Health Maintenance

Additional information about impacted rates by service category is provided in Operational Memo 20-089 (found on the Department's [Memo Series page](#)).<sup>1</sup>

**Claims Reimbursement Timelines:**

- Claims for all dates of service regardless of whether the member lives in Denver began suspending on January 1, 2021, for the Healthcare Common Procedure Coding System (HCPCS) services listed below.

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<sup>1</sup> Minimum wages are determined by local municipalities and are not controlled by the Department. The Department is mandated to carry out rate changes authorized by the General Assembly.

- H0038
- S5130
- T1019
- T2016

**Again, claims are not suspended indefinitely and this suspense does not hinder the claims processing on a weekly basis as they did previously.**

Providers are encouraged to submit all claims prior to Thursday 3:00 p.m. MT to ensure timely processing. Claims submitted after this cutoff may miss the current financial cycle but will be processed in the next financial cycle. Again, **no valid claims will be denied or delayed as a result of this interim process if timelines are followed accordingly. Providers will receive payment the following week if not submitted timely.**

Please contact the Provider Services Call Center at 1-844-235-2387 if you have any questions about billing. Other inquiries about Denver Minimum Wage policy can be directed to [HCPF\\_HCBS\\_Questions@state.co.us](mailto:HCPF_HCBS_Questions@state.co.us).

**Actions for Providers who Serve Members in Denver County:**

Member residence within Denver county drives whether or not providers can bill at the higher rates authorized by the General Assembly. Residence is based on information recorded on the member's profile in the Colorado Benefits Management System (CBMS), which is then transmitted to the Colorado interChange Medicaid Management Information System (MMIS). Providers can verify member county and zip code in the provider web portal. Providers may need to verify the county of residence with members directly before billing. Providers should contact case managers if the member's residence information in the MMIS needs to be updated.

For impacted services with dates of service on or after January 1, 2021, providers must bill at the higher rate in order to receive the increased reimbursement. Revisions to members' Prior Authorizations will not be necessary. Rates for these services are posted on the [Department's Home and Community-Based \(HCBS\) Rate Schedule web page](#).

**Case Manager Action:**

Case Managers do not need to revise Prior Authorizations in advance of this change.

Should case managers have questions about how this change impacts Prior Authorizations, please contact the Fiscal Agent at [CCMHelpdesk@DXC.com](mailto:CCMHelpdesk@DXC.com).

**Attachment(s):**

None

**Department Contact:**

[HCPF\\_HCBS\\_Questions@state.co.us](mailto:HCPF_HCBS_Questions@state.co.us)